

NETWORK SPECIALIST SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
4829(3292)	Network Specialist I/*University Network Specialist I	02	734	12 mo.	05/09/02
4830(3292)	Network Specialist II/*University Network Specialist II	02	734	12 mo.	05/09/02
4831(0924)	Network Specialist Coordinator/*University Network Coordinator	02	734	12 mo.	05/09/02

Promotional Line: 349

Series Narrative

Positions assigned to this series have as their primary function the support for the continued operation of servers, workstations, and peripherals on a campus wide network by providing expertise in the areas of the acquisition, installation, configuration, and maintenance of hardware and software that support network communication and software applications installed on servers. They provide technical support to technical support personnel employed in departments and divisions of a university or agency. This series provides for a progression of responsibilities from handling routine tasks, to analyzing, designing and implementing network computing solutions, to the coordination of multiple projects with responsibility for long-range, comprehensive system plans. Positions whose primary function is to interact with end-users and support the configuration and operation of their workstations in an instructional or consultative capacity are outside of the scope of this series.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Network Specialist I/*University Network Specialist I **4829(3292)**

Employees at this level work as supervised assistants who support multiple servers and other systems on a network for multiple departments following well-defined procedures. They work under the direct supervision of higher-level specialists.

A Network Specialist I typically –

1. installs, configures, and upgrades networked workstations and peripherals using established procedures
2. returns networked workstations to established configurations
3. maintains hardware and software inventories
4. receives information from departments and divisions concerning network problems; effects solutions for well-understood hardware and software
5. provides information regarding established policies and procedures

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6. establishes server access for authorized users with logon ID and password and maintains appropriate records using established procedures
7. sets server and file access characteristics to established values
8. executes well-defined backup, recovery, and security procedures to ensure continual availability to systems on the network; executes well-defined procedures to create reports on network activity
9. maintains and reviews logs and audit trails to detect intrusion, virus, or other problems, and begins corrective action
10. monitors systems on the network in accordance with established criteria for quality of operation
11. identifies and maintains documentation for support personnel in departments and divisions that assists users in their continued access to the servers, workstations, and peripherals on the network
12. may ensure that copy and privacy rights are protected and that contractual obligations are met
13. assists higher-level technical specialists as directed
14. performs other related duties as assigned

Level II: Network Specialist II/*University Network Specialist II 4830(3292)

Employees at this level work under the direction of a higher-level specialist and function as independent technical specialists who support multiple servers and other systems on a network for multiple departments.

A Network Specialist II typically –

1. installs, configures, and updates operating system, application, and communication software on networked file servers to work on personal computer workstations
2. configures operating system, application, and communication software to allow printing to local and network printers
3. tests operating system, application, and communication software installations for proper start-up and exit; for the reliable saving, printing, and retrieving of documents from that application; and for access to on-line help
4. installs, configures, and upgrades networked servers, workstations, and peripherals
5. evaluates operational needs of multiple divergent units; identifies and analyzes installation requirements for personal computer operating system, application, and communications software; and recommends hardware, software, and peripheral purchases
6. develops programs that allow users to load and access software from networked file servers
7. develops login scripts and sets user and group access rights that consistently allow access to software stores on network file servers

8. identifies, develops, and updates regular training and documentation as well as individual technical support for support personnel in departments and divisions to assist in their continued access to the network
9. develops accurate, reliable solutions to a variety of problems that may arise on network file servers, and on multi-user systems
10. works with software and hardware vendors as a primary contact for support and warranty service
11. provide training and supervision to lower-level specialists and student technicians in installing and configuring software and in developing accurate, reliable solutions to problems
12. follows established procedures for protecting the integrity and security of the systems and information stores on or transmitted through them; ensures that copy and privacy rights are protected and that contractual obligations are met
13. assists in the development of policies, procedures, and standards for the effective and continued operation of systems on the network, and for protecting the integrity and security of the systems and information stored on or transmitted through them
14. performs other related duties as assigned

Level III: Network Specialist Coordinator/*University Network Coordinator 4831(0924)

Employees at this level are ultimately responsible for the effective installation and operation of the multiple servers and other systems on the network and the satisfaction of institution, division, and department expectations. They coordinate the work of multiple lower-level specialists as well as act as independent technical specialists.

A Network Specialist Coordinator typically –

1. coordinates multiple projects in the installation and maintenance of systems on the network with responsibility for preparing detailed, long-range, comprehensive system plans
2. selects, assigns responsibilities to, and evaluates the performance of multiple lower-level specialists; arranges logistical support and training for multiple lower-level specialists
3. arranges for the purchase of hardware, software, and material recommended to support effective network operations
4. establishes policies, procedures, and standards for the effective and continued operation of systems on the network, and for protecting the integrity and security of the systems and information stored on or transmitted through them
5. establishes procedures for the duplication and “backing up” of appropriate data and applications on a regular basis
6. assures compliance with established policies, procedures, and standards in the work of lower-level specialists

7. identifies, analyzes, and reports to departments and divisions on recurrent problems involving workstation and server operating systems and application software
8. insures that any local procedures and standards that are applied by lower-level policies, procedures, and standards
9. insures that copy and privacy rights are protected and that contractual obligations are met by lower-level specialists and support personnel in departments and divisions
10. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Network Specialist I/*University Network Specialist I 4829(3292)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Any one or any combination of the education and experience listed below, which totals 4 years:
 - (A) Bachelors degree in Computer Science or closely related field
 - OR
 - (B) Associates degree with a minimum of 18 hours course work in computer science which included operating systems, network computer architecture, systems analysis and design, **plus** 2 years experience with personal computer operation, file management, and communication on Netware, UNIX, or Windows NT operating systems
 - OR
 - (C) Certificate of training by vendor of network software appropriate to the network to be serviced, such as (but not limited to) Novell Certified Network Engineer or Microsoft Certified System Engineer, **plus** 1 year of experience with personal computer operation, file management, and communication on Netware, UNIX, or Windows NT operating systems.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Technical problem solving ability.
2. Knowledge of personal computer hardware components.
3. Knowledge of personal computer operating system components.
4. Knowledge of network hardware and software components.
5. Good oral and written communication skills.
6. Knowledge of customer service methods and procedures.

7. Physical ability necessary to handle personal computer equipment.
8. Ability to journal and document procedures.
9. Ability to learn new technical material.

Level II: Network Specialist II/*University Network Specialist II 4830(3292)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of credentials required for Network Specialist I.
2. Master's degree in Computer Science or Electrical Engineering

OR

One year of work experience comparable to that gained as a Network Specialist I.

3. One year of work experience comparable to that gained as a Network Specialist I *in addition* to the preparation required in #2 above.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Technical problem solving ability.
2. Knowledge of personal computer hardware components.
3. Knowledge of personal computer operating system components.
4. Knowledge of network hardware and software components.
5. Knowledge of network communication protocols.
6. Knowledge of professional programming methods.
7. Good oral and written communication skills.
8. Knowledge of customer service methods and procedures.
9. Physical ability necessary to handle personal computer equipment.
10. Ability to journal and document procedures.
11. Ability to learn new technical material.
12. Good presentation and teaching skills.

Level III: Network Specialist Coordinator/*University Network Coordinator 4831(0924)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of credentials required for Network Specialist II.
2. Two years of work experience comparable to that gained as a Network Specialist II.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Technical problem solving ability.
2. Knowledge of personal computer hardware components.
3. Knowledge of personal computer operating system components.
4. Knowledge of network hardware and software components.
5. Knowledge of network communication protocols.
6. Knowledge of professional programming methods.
7. Good oral and written communication skills.
8. Knowledge of customer service methods and procedures.
9. Physical ability necessary to handle personal computer equipment.
10. Ability to journal and document procedures.
11. Ability to learn new technical material.
12. Good presentation and teaching skills.
13. Knowledge of supervisory methods and skills.

Network Specialist I /*University Network Specialist I	Edited
Network Specialist II/*University Network Specialist II.....	Edited
Network Specialist Coordinator/*University Network Coordinator.....	Edited

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